From: Blanca Barajas

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Subject: CS Week Abstracts Deadline - From Oracle

Date: Friday, August 17, 2018 3:21:44 PM

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Hello,

The CS Week call for speaking abstracts closes in a week (Aug 22), and Oracle Utilities would like to encourage clients interested in speaking on one or more of the topics below to submit an abstract.

CS Week will be held April 9-12, 2019 in Phoenix.

NOTE: Speakers do not have to be confirmed yet. There will be 2-3 weeks for your internal approvals after a submission is accepted. At this point, we are primarily seeking customers interested in submitting great stories about their work and projects.

If you have a presentation idea and would like assistance putting together a submission, please let me know and I'm happy to help.

My email is: jason.ferster@oracle.com. Phone: 803-984-7184.

CS Week Topics …

AN Analytics

Covers various aspects of the Smart Grid and/or Smart Infrastructure, Advanced Metering Infrastructure, Meter Data Management and the analytics resulting from the data generated by the devices. Covers all devices that monitor consumption and also Internet of Things.

CC Contact Center

Explores current, emerging and enabling processes and technology in the areas of customer acquisition; telephony; DSM/conservation; CRM; call center software; outage management; work management; GIS; kiosks; and document management.

CE Digital Customer Engagement

Utilizes digital tools and techniques to find, listen to and mobilize stakeholders around issues in the utility industry.

FS Field Services

Concentrates on various aspects of field operations including outage management; materials management; mobile workforce management; GIS; communications architecture; GPS; broadband; dispatch; routing; and scheduling.

BP Billing & Payments

Focuses on all aspects of residential, commercial and industrial billing including e-billing; wholesale billing; billing for other services; bill print services; consolidated bills; revenue assurance; complex billing; and dynamic (real-time) pricing. This track also examines various payment issues related to credit cards; debit cards; e-checks; lockbox operations; treasury functions; EBPP; cashier workstations; and kiosks.

CR Credit & Collections

Considers new issues and best practices in the areas of credit and collection processes and software; third party collections; mobile workforce management; modeling and scoring; data analytics; e-checks; and remote disconnect through AMI.

SM Strategies & Management

Focuses on trends from a people, process and technology perspective by sharing information related to plans, strategies, trends and management of the Customer Service Lifecycle.

If you have any questions or want to discuss an idea, I'm happy to discuss. Thank you!

Best regards,
Jason

Jason Ferster
Senior Product Marketing Manager, Global Customer Platform

ORACLE Utilities Global Business Unit

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